

Community Newsletter

Message from the CEO

As we approach the end of the year, I'm proud to reflect on what has been a period of strong momentum, meaningful engagement, and continued growth for NCIG. Over the past year our team has achieved record operational results, launched refreshed values that truly reflect who we are, and achieved a major milestone in our sustainability journey through our new Power Purchase Agreement. We've also strengthened our community connections, by welcoming new members to our Community Engagement Group, supporting dozens of local organisations through our Community Support Program, and rolling up our sleeves alongside Clean4shore to help care for our local environment.

Together, these achievements demonstrate the power of collaboration, innovation, and community focus that define NCIG. As we move into a new year, our focus remains on working safely, sustainably, and in partnership with our community. Thank you for taking the time to read this newsletter and learn more about NCIG and our operations. I wish you a safe and happy holiday season. As always, if you have any questions, please reach out to us through our website or our enquiries hotline.

Warm regards,



Aaron Johansen
Chief Executive Officer



A Record-Breaking Six Months at NCIG

The past six months have been a period of exceptional performance across NCIG's operations, with our team consistently achieving new milestones and record results.

In June, we set a new benchmark of 63 vessels loaded in a single month, the highest number in NCIG's history. August followed with a record-breaking weekend that saw 275,527 tonnes of coal unloaded in a 24-hour period, the largest ever day of coal delivery by train to our terminal. Then in September, we saw a new record 64 vessels through the terminal, a record Train Unload Rate of 9,577 tonnes per hour, and a significant reduction in the vessel queue from 22 to six.

Since the significant rain events that impacted the Hunter Valley Coal Chain in May, our industry has been under increased pressure to reduce vessel wait times and increase throughput. In response, our team have continued to deliver exceptional results during these challenging times through reliability, efficiency, and a commitment to providing a premium service for our customers.

These results are living proof of what's possible when teamwork and dedication come together, and a true reflection of NCIG's refreshed values in action.



Major Milestone Reached with Power Purchase Agreement

In March, NCIG reached an important milestone on our sustainability journey, securing a Power Purchase Agreement (PPA) with Lightsource bp for clean energy from the Goulburn River Solar Farm. Since then, construction of the solar farm has commenced, marking the beginning of an exciting new chapter in our transition to renewable energy.

The agreement represents a major step toward our goal of achieving 100% renewable energy for NCIG's Kooragang Island facility from 2030 onwards. With a capacity of 585 MWdc, the Goulburn River Solar Farm will contribute to the local grid, create jobs, and strengthen the region's renewable energy infrastructure while directly supporting NCIG's Net Zero ambitions.

"We are proud to be partnering with Lightsource bp on this exciting project. Their expertise in renewable energy, combined with our shared vision for sustainability, has been instrumental in getting us to this point," said Aaron Johansen, CEO of NCIG. "This PPA not only secures long-term pricing for our energy needs but also paves the way for other businesses in the region to make similar commitments toward a cleaner, more sustainable future."



Empowering Local Impact through our Community Support Program

Through our Community Support Program (CSP) we have funded 60 incredible local organisations in 2025, each making a meaningful difference in the lives of others. From grassroots initiatives tackling mental health, to educational programs and environmental efforts, these organisations represent the heart of our community. Our funding has helped them expand services, launch new projects, and reach more people than ever before.

The March round of funding injected close to \$135,000 into the local Hunter region, while the September round has contributed just over \$106,000, delivering meaningful support to the broader community. We're honoured to support these groups and look forward to seeing the lasting impact they'll continue to make.

 **\$241,000**
CSP support funding



Teaming Up to Tackle Litter on the Hunter

We recently commenced a community partnership with Clean4shore, a not-for-profit group dedicated to providing education to NSW Community Groups on removing litter and rubbish from the foreshores and mangroves on the Central Coast and Hunter Region.

Our team took part in their first Clean4Shore litter collection in October in the mangroves on Ash Island, bordering the Hunter River. On this trip alone we helped remove over 1.14 tonnes of waste including car tyres, building material, plastic drums and buckets, bottles and cans, and more.

We're proud to support such a hands-on program making a real difference for our local environment and look forward to many more clean4shore field trips in the future!

 **1.14 TONNES**
waste removed



Celebrating our Refreshed Values

This year we launched a refreshed set of values here at NCIG. Our values are at the heart of what we do, guiding our decisions, our interactions, and how we show up every day. Over the past year, we've worked together to refresh our values so they better reflect our renewed Vision and Purpose, with plenty of input from our people along the way. Our team played a key role in shaping these values, from contributing ideas during workshops to helping design the icons at our team retreats in the Hunter Valley earlier this year. We celebrated their official launch in October with cupcakes and coffee across site, a simple but fitting way to mark a milestone shaped by all of us.

Our refreshed values are:

- We care, every day
- We're proud of what we do
- Great today, better tomorrow
- Together we are NCIG



we care, every day



we're proud of what we do



great today, better tomorrow



together we are NCIG

OUR vision To be the *benchmark* terminal delivering export services to the world

OUR purpose Proudly delivering *sustainable* export services for our customers

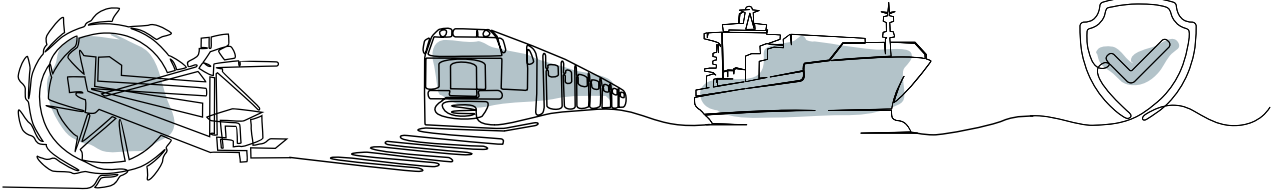
Welcoming New Faces to our Community Engagement Group

In August we welcomed five new members to our Community Engagement Group (CEG), bringing fresh perspectives and strengthening the groups' role in shaping open, two-way conversations about our operations, environmental performance, and community involvement. We are excited to see how their insights will help guide our projects, enhance our engagement efforts, and contribute to positive outcomes for both NCIG and the community.

The five new members join our existing members whose ongoing contributions continue to make the CEG such a valuable forum. Together, this group helps ensure we stay connected with, and guided by, the community we're proud to be part of.



FY25 Highlights & Achievements



48.8Mt

COAL LOADED

5,982

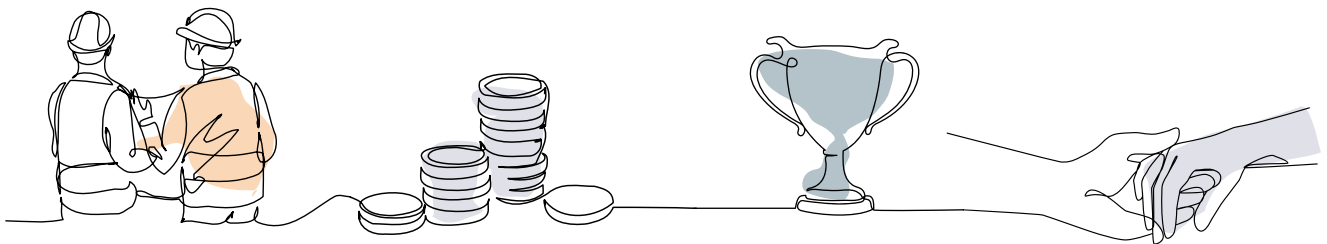
TRAINS UNLOADED

558

SHIPS LOADED

3 Awards

**SAFETY
EXCELLENCE**



117

EMPLOYEES

\$400,000

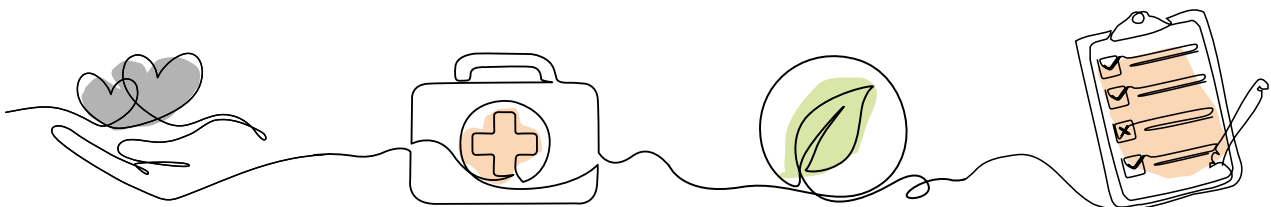
**INVESTED IN
COMMUNITY
INITIATIVES**

97/100

**GRESB BENCHMARK
ASSESSMENT
SCORE**

85%

**LOCAL ECONOMIC
SPEND**



68

**LOCAL COMMUNITY
GROUPS
SUPPORTED**

2,165

**DAYS REACHED
WITHOUT A LOST
TIME INJURY**

32%

**OPERATIONAL
VEHICLE FLEET
ELECTRIFIED**

87%

**CUSTOMER
SATISFACTION
SCORE**

Did you know?

Our people are always available to speak with our community. We would encourage you to get in contact should you have any questions regarding operations at NCIG.

Community Enquiries

24hr hotline 1800 016 304

E enquiries@ncig.com.au

P Locked Bag 6003, Hunter Region Mail Centre NSW 2310

Contact Us

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